

THE STATE OF WYOMING

Department of Employment

DIVISION OF VOCATIONAL REHABILITATION

Casper District Office
851 Werner Court, Suite 120
Casper, WY 82601
Phone & TDD (307) 261-2172
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JIM GERINGER
GOVERNOR

CC Docket No. 98-67

June 26, 2001

RECEIVED

JUN 29 2001

FCC MAIL ROOM

Ms. Magalie Roman Salas
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

REFERENCE: ANNUAL SUBMISSION OF COMPLAINT LOG SUMMARY

Dear Madam:

Pursuant to Title IV of the Americans with Disabilities Act of 1990, section 225(f)(2) of the Communications Act of 1934, as amended, 47 U.S.C. § 225(f)(2), and section 64.604(c)(1)(ii) of the Commission's rules, 47 C.F.R. § 64.604(c)(1)(ii), the State of Wyoming Telecommunications Relay Service program submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2001.

The State of Wyoming Telecommunications Relay Service program maintains a log of consumer complaints, including all complaints about Telecommunications Relay Service (TRS) in the state, whether filed with the TRS provider, Sprint, or the State. The aforementioned log shall be retained until the next application for certification is granted. Furthermore the log includes, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

If the information contained within the annual consumer complaint log summary is not sufficient, please notify us and we will be happy to provide additional information.

Sincerely,

Gary W. Child
Administrator

Enclosures (2)

cc: Jenifer Simpson, Disabilities Rights Office
International Transcription Service, Inc. (ITS)

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Administrative Office: 1100 Herschler Building, Cheyenne, WY 82002
Phone & TDD (307) 777-7389 FAX: (307) 777-5939

ANNUAL CONSUMER COMPLAINT LOG SUMMARY

Wyoming Telecommunications Relay Service

CC Docket No. 98-67

June 29, 2000 to May 31, 2001

The State of Wyoming Telecommunications Relay Service program maintains a log of consumer complaints, including all complaints about Telecommunications Relay Service (TRS) in the state, whether filed with the TRS provider, Sprint, or the State. The aforementioned log shall be retained until the next application for certification is granted. Furthermore the log includes, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution.

For the period of June 29, 2000, through May 31, 2001, Sprint processed more than forty-six thousand, three hundred sixty-four (46,364) calls on behalf of Wyoming Relay. A total of ten (10) customer complaints were received, which is a rate of two hundredths of a percent (.02%). Of the ten complaints, five were filed with a Sprint supervisor from one of the eleven Sprint TRS centers, four were filed with the State's program consultant, and one was filed with both a Sprint relay center supervisor and the State's program consultant. Many of the complaints were resolved the same day the complaint was made. The longest amount of time to resolve a complaint was fifteen days. None of the ten complaints were escalated for action to the Federal Communications Commission.

The nature of the complaints were as follows:

- Did not keep customer informed
- Lost branding (2 complaints)
- Roaming not available
- Long dial out time
- Communication Assistant (CA) speech not understandable
- Change of CA slow and inappropriate
- Did not follow customer instruction (2 complaints)
- Caller ID saying "unavailable"

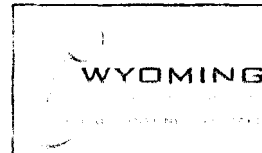
Complaint resolution included:

- CA coached or retrained
- Technical problem fixed
- Information and instruction provided to customer
- Number re-branded
- Change in call routing



Relay Wyoming

June 2000 - May 2001

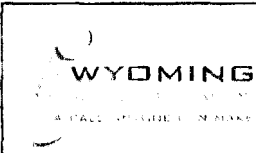


		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	1	1	2	33%
#04	Didn't Keep Customer Informed	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Voice Tone	0	0	0	0	0	1	0	0	0	0	0	0	1	17%
#09	Everythingelayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	1	0	0	0	1	17%
TOTAL		0	0	0	2	0	1	0	0	1	0	1	1	6	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	1	1	0	0	0	0	0	0	0	2	100%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL		0	0	0	1	1	0	0	0	0	0	0	0	2	



Relay Wyoming

June 2000 - May 2001

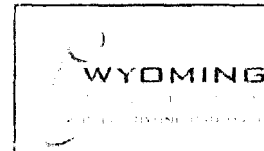


		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	1	0	0	0	0	0	0	1	0	2	100%
TOTAL		0	0	0	1	0	0	0	0	0	0	1	0	2	
TOTAL CONTACT		0	0	0	4	1	1	0	0	1	0	2	1	10	



Relay Wyoming

June 2000 - May 2001

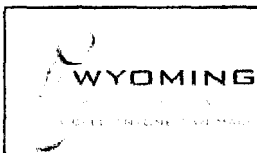


	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	1	1	2	33%
#04 Didn't Keep Customer Informed	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	0	1	0	0	0	0	0	0	1	17%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise In Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0	1	0	0	0	1	17%
TOTAL	0	0	0	2	0	1	0	0	1	0	1	1	6	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	1	1	0	0	0	0	0	0	0	2	100%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	0	1	1	0	0	0	0	0	0	0	2	



Relay Wyoming

June 2000 - May 2001

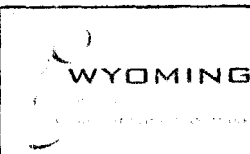


		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	1	0	0	0	0	0	0	1	0	2	100%
TOTAL		0	0	0	1	0	0	0	0	0	0	1	0	2	
TOTAL CONTACT		0	0	0	4	1	1	0	0	1	0	2	1	10	



Relay Wyoming

June 2000 - May 2001



	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS														
#00 Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01 Dial Out Time	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#02 Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03 Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	1	1	2	33%
#04 Didn't Keep Customer Informed	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#05 Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06 Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07 Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08 Poor Voice Tone	0	0	0	0	0	1	0	0	0	0	0	0	1	17%
#09 Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10 HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11 VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12 Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13 Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14 Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15 Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16 Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17 Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18 Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19 Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20 Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21 Other Problem Type Complaint	0	0	0	0	0	0	0	0	1	0	0	0	1	17%
TOTAL	0	0	0	2	0	1	0	0	1	0	1	1	6	
TECHNICAL COMPLAINTS														
#22 Lost Branding	0	0	0	1	1	0	0	0	0	0	0	0	2	100%
#23 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	0	1	1	0	0	0	0	0	0	0	2	



Relay Wyoming

June 2000 - May 2001

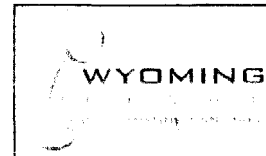


		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	1	0	0	0	0	0	0	1	0	2	100%
TOTAL		0	0	0	1	0	0	0	0	0	0	1	0	2	
TOTAL CONTACT		0	0	0	4	1	1	0	0	1	0	2	1	10	



Relay Wyoming

June 2000 - May 2001

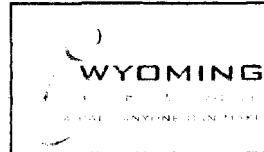


		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0	0	0	1	1	2	33%
#04	Didn't Keep Customer Informed	0	0	0	1	0	0	0	0	0	0	0	0	1	17%
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Voice Tone	0	0	0	0	0	1	0	0	0	0	0	0	1	17%
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise In Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	1	0	0	0	1	17%
TOTAL		0	0	0	2	0	1	0	0	1	0	1	1	6	
TECHNICAL COMPLAINTS															
#22	Lost Branding	0	0	0	1	1	0	0	0	0	0	0	0	2	100%
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL		0	0	0	1	1	0	0	0	0	0	0	0	2	



Relay Wyoming

June 2000 - May 2001



		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
MISC COMPLAINTS															
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35	Other	0	0	0	1	0	0	0	0	0	0	1	0	2	100%
TOTAL		0	0	0	1	0	0	0	0	0	0	1	0	2	
TOTAL CONTACT		0	0	0	4	1	1	0	0	1	0	2	1	10	